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New Co-Pay starts November 1

On **November 1, 2001**, some Medicaid consumers must pay a co-pay or fee before a medical appointment. This means you will make the co-pay at the office or clinic for:

Doctor, podiatrist or surgical center outpatient services:

1. \$2 each visit
2. but, no more than \$100 a year per person in a household

This applies to HMO and non-HMO Medicaid clients. **If you have Medicare**, you don't have to pay this new co-pay.

For several years some Medicaid consumers including those with Medicare, have been paying co-pays for:

Pharmacy -- \$1 co-pay for the first 5 prescriptions filled in a month

Emergency Room -- \$6 co-pay if the visit to the ER is for a problem that's **not** an emergency

The office visit/surgical center co-pay is in addition to the pharmacy and ER co-pays.

Who doesn't have to make a co-pay?

- a child under age 18
- a pregnant woman
- a resident of a nursing home
- a family whose income is below the FEP (Family Employment Program) amount

Your eligibility worker figures this out for you. Call your local office if you have questions.

How to know if you have a co-pay...

Look closely at your medical card. It will say on your card if you must pay a co-pay for: pharmacy, emergency room or doctor visits.



Keep your co-pay receipts!

Once you pay **\$100** in co-pays during the year you need to tell Medicaid. That's 50 office visits at \$2 each.

How will Medicaid know when you've paid your limit?

You tell Medicaid.

1. Be sure to ask for a receipt when you make your co-pay at the office or clinic. Check the receipt to make sure it lists the doctor, clinic or surgical center providing the service and the date of service.
2. Put your receipts in a safe place. This means keep receipts for anyone in your household.
3. Tape all of your office visit co-pay receipts onto a sheet(s) of paper.
4. Make a photocopy of the receipts (keep your original).
5. Send the copies to: **Medicaid Operations**, PO Box 143106, SLC, UT 84114-3106 **Do not send receipts for less than \$100!**
6. Medicaid will take off the "**copayment required**" message from your next month's medical card IF the receipts are valid. This means:
No more \$2 co-pays to see the doctor, at the office, clinic or outpatient surgical center until January 2003.

You still have to pay the \$1 pharmacy co-pay and the \$6 co-pay for using the ER when it's not an emergency!

People with Disabilities at work!

A lot of people have called about the **Medicaid Work Incentive Program** since the last *Clientell* issue. The word must be getting out because, as of the end of September, 108 people are on the program! This means 108 people:

- pay a more affordable buy-in premium instead of a spenddown
- enjoying the benefits of work
- save over the regular asset limit of \$2,000

New rules for the Disabled Medicaid program let a person with a disability have a job, earn a salary, keep affordable Medicaid coverage and hold assets up to \$15,000. →



The **Medicaid Work Incentive Program** has many partners who help people with disabilities on the journey to employment. One of these partners is the **State Office of Rehabilitation (SOR)**. If you are not working and need job training to get back to work, call **SOR** at: **(801) 538-7530**. Ask for the phone number of the office near where you live.

Department of Health Website – check it out!

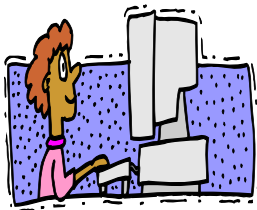
Do you want to know more about:

- a public health issue in the news
- flu shots - who should have one
- Medicaid changes
- what’s in old *Clientell* issues

You find the Department website at:

<http://www.health.state.ut.us>

. Click on the home page, then click on the Medicaid button for more about Medicaid. You can use the computer at your local library if you don’t have one at home.



Adoptive Parents of Special Needs Children....

There is another way your child can access mental health services through Medicaid. You are no longer limited to using the local community mental health center. The **2001 Utah State Legislature** passed a new law to offer a choice to adoptive families with an adoption assistance agreement. Medicaid and the Division of Child and Family Services developed the new process. You apply for an exemption to take your child to a private provider in your area. If you want to know more about this option, please contact: RueDell Sudweeks **(801) 538-6636** at Medicaid.

for your information....

Non-emergency Transportation

A lot of people called about the new system that started in July. **PickMeUp** took over the Medicaid contract for non-emergency medical transportation services. →

Send comments or suggestions about the *Clientell* to:

Mary Lou Beckwith

P.O. Box 143107

Salt Lake City, Ut 84114-3107

Call 538-6242, or toll free 1-877-291-5583

E-mail: mbeckwit@doh.state.ut.us

transportation (continued)....

675 Medicaid clients had 16,736 rides arranged by **PickMeUp** from July 1 to September 15. That’s about 25 rides a person. Clients are getting transportation service in parts of Utah where they’ve never had a ride.

Medicaid set up the **Medical Transportation Oversight Committee (MTOC)** to review complaints and comments about the new program. Members of **MTOC** are volunteers from the community. They do not work for Medicaid. The **MTOC** has reviewed all complaints about the new service (no names or identifying information was given). The committee prepared a report to the Department Director about what they learned. The report also gives suggestions on how to “fine tune” the service.

If you qualify for non-medical transportation you may call:

- **PickMeUp** at **1-888-822-1048** for a ride, to ask a question or to make a complaint
- or, the **Medicaid Information Line** at 1-800-662-9651

Flu Season is Approaching!

Don’t forget flu shots if you or someone in your family is:

- 50 years of age
- a resident of a nursing home or residential or group home
- a child with special health needs
- a pregnant women if she’s in her 2nd or 3rd trimester during flu season
- adults or children with heart or lung conditions including asthma
- adults or children with chronic illness such as diabetes, immune type disease

Contact your local health department for a shot schedule.

Resources

Check Your Health Hotline	1-888-222-2542
Health related information and referral	
Medicaid Hotline	1-800-662-9651
Baby Your Baby Hotline	1-800-826-9662
Prenatal and Child Health Care Information	
CHIP	1-888-222-2542
Children’s Health Insurance Program	
Immunize by Two	1-800-275-0659
Baby Watch Program	1-800-961-4226
Early Intervention - birth to 3	
Utah Teen Tobacco Quit Line	1-888-567-TRUTH
Family Dental Plan - Salt Lake	1-801-468-0342
Ogden	1-801-394-4495
Provo	1-801-374-7011
St. George	1-435-652-3806
Medicaid Constituent Service	1-877-291-5583
Randa Pickle	1-801-538-6417
DOH website:	http://www.health.state.ut.us